

## **CHILD PROTECTIVE SERVICES - FAMILY CASEMANAGEMENT SERVICES**

Family Casemanagement Services are legally mandated and provided to families who have had a substantiation of abuse, neglect or dependency or a finding of in need of services due to safety issues. The goals of these services are to maintain the safety of children; to strengthen the family's capacity to protect and nurture its children; and to maintain children in their own families.

### **Q. What Does Family Casemanagement Services Mean?**

**A.** N. C. law requires that counties provide services to ensure a child's safety and that his/her basic needs are being met by his/her parent, guardian, or caretaker. If an investigative assessment social worker informs you that your case will be substantiated and transferred to a Family Casemanagement Services Social Worker, this means that another Social Worker will be contacting you to assist with providing appropriate services to you and your family. This is an effort to preserve your family as well as to strengthen your family as a unit.

### **Q. What Can I Expect?**

**A.** Within 7 calendar days of the substantiation, a Family Casemanagement Services Social Worker will be contacting you to introduce him/herself. This social worker will have at least monthly face-to face contact with you and your family as well as contact with others involved, i.e., therapists, doctors, other family members, on a bi-weekly basis to assure progress toward the treatment goals is continuing. Always, the focus of an Family Casemanagement Services worker's effort is to ensure protection of the involved children and the preservation of the family.

Shortly thereafter, the Family Casemanagement Services Social Worker will discuss what is called a family services case plan. This is a document, which will be jointly developed between your family and your Family Casemanagement Social Worker. This plan will specifically address the behaviors which were identified as posing risk to your children and how you and the Social Worker agree to address the issues.

Remember, if you have previously signed a protection plan with the Child Protective Services Investigative Social Worker, it remains in effect until further notice. The family services case plan will reflect a time for review and will also spell out specifics which may occur should you fail to comply, protect, and provide for your children. This document requires both the Family Casemanagement Services Social Worker and the parent(s), guardian(s), or caregiver(s), signatures and you will be provided with a copy. Any changes or updates can occur at anytime deemed appropriate.

Dependent upon your situation, a child and family team may be established. This is a team comprised of professionals, parents, and the family social worker involved with your family. You should always be an active participant on these teams.

### **Q. What Are The Possible Outcomes?**

**A.** If you actively participate and change the behaviors, which posed risk to your child(ren), the Family Casemanagement Services worker will close your case. However, if the risk factors are not reduced or should you refuse to cooperate, the Social Worker will present the situation to the Unit Social Work Supervisor and a decision will be made as in the best interests of your child(ren).

This may mean to ensure the child(ren)'s safety, the Department will pursue Court action. In a very small number of cases, the child(ren) may be placed out of the home, either voluntarily or by the Department's petitioning the Court. We want children to remain with their families and that will be the focus of our work together.

#### **Q. Anything Else?**

**A.** You and your family have the right to be treated with respect and courtesy, also to have your questions answered and your telephone messages returned in a timely manner.

If you have an emergency, you may contact the Family Casemanagement Services Social Worker between the hours of 8:00 - 5:00 at 910-576-6531.

If you feel the situation will not wait until the Social Worker returns your call, you may contact the Unit Supervisor for assistance.

#### **Q. What Can I Do To Help The Process?**

**A.** Cooperate with the following:

- Allow the In Home Services social worker to come to your home.
- Keep all scheduled appointments.
- Discuss any concerns you may have reasonably and calmly.
- Work with the Family Casemanagement Services worker to develop the plan for your family.

Understand that the Family Casemanagement Services Social Worker will be working with you to preserve your family and strengthen it as a unit.

### **Children & Family Services - Related Sites**

#### **North Carolina Department of Health and Human Services**

<http://www.dhhs.state.nc.us/dss>

#### **National Child Welfare Resource Center on Legal and Judicial Issues**

[www.abanet.org/child/rclji/home.html](http://www.abanet.org/child/rclji/home.html)

#### **National Association of Social Workers**

<http://www.naswdc.org>

#### **Smart Start**

<http://www.smartstart-nc.org>

#### **National Resource for Foster Care and Permanency Planning**

<http://guthrie.hunter.cuny.edu/socwork/nrcfcpp>

#### **National Clearinghouse on Child Abuse and Neglect Information**

<http://www.calib.com/nccanch>

#### **National Adoption Information Clearinghouse**

<http://www.calib.com/naic>

**Prevent Child Abuse North Carolina**  
<http://www.childabusenc.org>

**For more information, contact:**

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